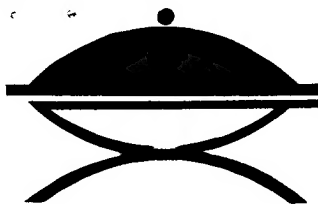


ILLEGIB

Approved For Release 2003/04/29 : CIA-RDP84-00780R003900060007-9

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71-3497



GSI

GOVERNMENT SERVICES, INC.

quality—a standard

DO NOT WRITE

FILE

Bedgley 10

September 3, 1971

Mr. A. W. Innamorati
Assistant Commissioner
for Buildings Management
Public Buildings Service, GSA
Washington, D. C. 20405

Dear Mr. Innamorati:

I was disappointed and surprised to learn of the unsatisfactory conditions that were outlined as existing in connection with our vending service at the Central Intelligence Agency facilities.

I am in the process of acquainting myself with all of the facts concerning that service and will, in doing so, visit most or all of the locations. High priority has been placed on the completion of our investigation and you may be assured that we will take whatever steps are necessary to correct all existing deficiencies as rapidly as practicable. We will, in the meantime, be in touch with Mr. Joyner and I will soon be contacting you to review our plans or recommendations for the needed corrections.

Sincerely



M. T. ALLEN
President

cc: Mr. John W. Coffey, CIA ✓
Mr. Gordon L. Joyner, Virginia Commission
for the Visually Handicapped

DD/S Distribution:

- 1 - D/L on 8 Sept 71
- 1 - DD/S Subject w/background

1135 21st ST., NW, WASHINGTON, D.C. 20036 • (202) 337-8080



GSI

GOVERNMENT SERVICES, INC.
1135 21st Street, NW
Washington, D.C. 20036

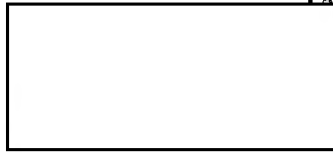
Approved For Release 2003/04/29 : CIA-RDP84-00780R003900060007-9



Mr. John W. Coffey
Deputy Director for Support
Central Intelligence Agency
Washington, D. C. 20505

Approved For Release 2003/04/29 : CIA-RDP84-00780R003900060007-9

1. ~~BONNIE~~ - Pls attach this to the
ref which is charged to
SWR/JHP.



4. REGISTRY

TAT

STA

GENERAL SERVICES ADMINISTRATION

Public Buildings Service
Washington, D.C. 20405



SEP 2 1971

Mr. John W. Coffey
Deputy Director for Support
Central Intelligence Agency
Washington, D. C. 20505

Dear Mr. Coffey:

This is in reference to your letter of August 20, 1971, in which you expressed your concern and dissatisfaction with the quality of service provided by Wometco Coffee Time, Inc., with respect to operating the vending facilities in your agency.

Enclosed is a copy of a letter to Government Services, Inc. in which we have made the following requests:

1. Change of vendor.
2. The new vending contract is to specify full enclosure of machines, a cleaning and sanitizing schedule is to be furnished, and a menu and shelf life of foods are to be provided.
3. We are to be included on the review of the vending contract.

The Buildings Manager has been instructed to clean all vending areas at the same level of cleaning as that of the building. Any cleaning in addition to this will be the responsibility of the vending contractor.

We will keep you apprised of any future development in this matter and we will work closely with you toward resolving these problems.

Sincerely,


A. F. Sampson
Commissioner
Public Buildings Service

Enclosure

GENERAL SERVICES ADMINISTRATION

Public Buildings Service
Washington, D.C. 20405



SEP 1 1971

Mr. M. T. Allen
President
Government Services, Inc.
1135 21st Street, NW.
Washington, D. C. 20036

Dear Mr. Allen:

Enclosed is a copy of a letter we received from Mr. John W. Coffey, Deputy Director for Support, Central Intelligence Agency. Mr. Coffey expressed his concern and dissatisfaction with the quality of service provided by Wometco Coffee Time, Inc., with respect to operating vending facilities in buildings occupied by that agency. This company has given substandard service and has been uncooperative since 1968 and we feel that Mr. Coffey's request is justified. It is, therefore, requested that the contract with Wometco Coffee Time, Inc. be terminated or a new vending contract be negotiated with another vendor when the present contract expires in October 1971.

It is further requested that the new vending contract specify the following for the Ames Center, Rosslyn, Virginia, and both the Headquarters and Printing Services Buildings, Langley, Virginia:

1. All vending machines are to be fully enclosed from floor to ceiling and from machine to wall with no open space between the machines which will allow trash to accumulate. An access door is to be provided to allow for cleaning behind the machines. Ornamental grill work may be provided for ventilation.
2. A schedule for cleaning of the machines, sanitizing of machines and cleaning of the vending area shall be furnished. The Buildings Manager will provide cleaning of floors, walls, and ceiling at the same level of cleaning which is provided for the rest of the building. All additional cleaning (this includes floors, walls, ceilings, etc.) will be the responsibility of the vendor.

2

3. The vendor is to provide a menu of the foods offered for sale. He is also to furnish a listing giving the shelf life of all food items.

The vending contract is to be reviewed by the Concessions Division, General Services Administration.

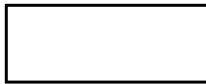
If there are any questions, please contact this office.

Sincerely,

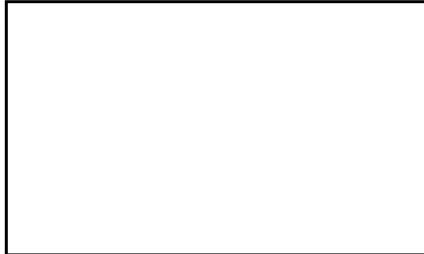
Frank L. Capps/for

A. W. INNAMORATI
Assistant Commissioner
for Buildings Management

cc: Mr. John W. Coffey, CIA ✓
Mr. Gordon L. Joyner, Virginia Commission for
the Visually Handicapped



For your information,
concerning vending machine
service -- action which you
initiated back in Feb. 1971.



Registry: Note suspense date
of 1 October 1971.

DD / S R E G I S T R Y

FILE *Bldg + Br 10*

20 AUG 1971

Mr. Arthur F. Sampson
Commissioner of Public Buildings Service
General Services Administration
18th and F Streets, N. W.
Washington, D. C. 20405

Dear Mr. Sampson:

Over a long period of time the quality of the service provided by WOMETCO COFFEETIME, Incorporated, with respect to operating vending facilities within various Agency buildings, has gradually deteriorated to the point where the service is almost totally unacceptable.

We have held numerous meetings during this past year with representatives of your Concessions Division, with Government Services, Incorporated (GSI) personnel, and have held individual and coordinated meetings with WOMETCO representatives. Of particular interest is the fact that, when WOMETCO experienced a management change several months ago, we met with Mr. John A. Verhunce, Jr., WOMETCO Vice President in Charge of Sales, who at that time agreed with many of the service complaints as presented and requested sufficient time to correct the problems. Several months have passed since that meeting with Mr. Verhunce, and we have not realized any material improvement in the WOMETCO service.

Our major complaints, and most of these date back to 1968, are as follows:

- a. The general appearance of all vending machines and associated equipment rates from poor to only fair.
- b. Most vending machines appear to be several years old and are subjected to inadequate servicing which results in frequent failures in accepting coins, making proper change, and delivering merchandise desired.
- c. Extremely poor food selection with restocking of machines badly managed.
- d. Floors in all vending areas are in poor condition, dirty, and unsightly with no specific cleaning schedule established.

Mr. Arthur F. Sampson

Page 2

An example of WOMETCO's negative attitude toward improvements of the vending facilities is the refurbishing of the vending rooms. In 1968 WOMETCO proposed a plan to provide replacement of machines with new equipment, and in certain instances to repaint and remodel equipment, as well as an upgrading of the general appearance of the vending facilities. While we recognize that there may well be problems concerning scheduling of workload, this program, which was started in 1968, involved only 13 individual facilities. As of this date, three rooms have not been refurbished or upgraded, and it appears that little or no new or modern equipment has been installed. It seems that in most cases the old equipment was simply painted.

As you will recall because of the service and quality of the food items, operation and cleanliness of the equipment, and the number of complaints we received from personnel in the [] Building, the General Services Administration was successful in terminating WOMETCO service in this Building. The American Catering and Vending Services, Incorporated, which replaced WOMETCO in the [] Building, provides a refreshing change which leads us to realize that we have been living with a totally unnecessary situation within our Headquarters Building. Continuing critical comments by our employees concerning the WOMETCO service, particularly when they are aware of the variety of items and good quality service provided by other installations such as the new vending facility in [] Building, serve to emphasize how intolerable is the present situation.

In view of the foregoing, and since the GSI contract with WOMETCO is scheduled to expire in the very near future, we request that your office take the necessary action to provide us with service from a new vending company at the Ames Building in Rosslyn and both our Headquarters and Printing Services Buildings at Langley. We would appreciate the opportunity to review any proposed vending programs and participate in the actual selection of the new vendor.

Sincerely,

(signed) John W. Coffey

John W. Coffey
Deputy Director
for Support

Distribution:

Orig & 1 - Addressee

2 - DD/S

OL/LSD/[] (18 Aug 71)

CENTRAL INTELLIGENCE AGENCY

WASHINGTON, D.C. 20505

Mr. Arthur F. Sampson
Commissioner of Public Buildings Service
General Services Administration
18th and F Streets, N. W.
Washington, D. C. 20405

Dear Mr. Sampson:

Over a long period of time the quality of the service provided by WOMETCO COFFEETIME, Incorporated, with respect to operating vending facilities within various Agency buildings, has gradually deteriorated to the point where the service is almost totally unacceptable.

We have held numerous meetings during this past year with representatives of your Concessions Division, with Government Services, Incorporated (GSI) personnel, and have held individual and coordinated meetings with WOMETCO representatives. Of particular interest is the fact that, when WOMETCO experienced a management change several months ago, we met with Mr. John A. Verhunce, Jr., WOMETCO Vice President in Charge of Sales, who at that time agreed with many of the service complaints as presented and requested sufficient time to correct the problems. Several months have passed since that meeting with Mr. Verhunce, and we have not realized any material improvement in the WOMETCO service.

Our major complaints, and most of these date back to 1968, are as follows:

- a. The general appearance of all vending machines and associated equipment rates from poor to only fair.
- b. Most vending machines appear to be several years old and are subjected to inadequate servicing which results in frequent failures in accepting coins, making proper change, and delivering merchandise desired.
- c. Extremely poor food selection with restocking of machines badly managed.
- d. Floors in all vending areas are in poor condition, dirty, and unsightly with no specific cleaning schedule established.

Mr. Arthur F. Sampson

Page 2

An example of WOMETCO's negative attitude toward improvements of the vending facilities is the refurbishing of the vending rooms. In 1968 WOMETCO proposed a plan to provide replacement of machines with new equipment, and in certain instances repainting and remodeling of equipment, ^{as well as} and an upgrading of the general appearance of the vending facilities. While we recognize that there may well be problems ~~to be considered~~ concerning scheduling of workload, this program, which was started in 1968, involved only 13 individual facilities. As of this date, three rooms have not been refurbished or upgraded. (see attach.)

As you will recall because of the service and quality of the food items, operation and cleanliness of the equipment, and the number of complaints we received from personnel in the [] Building, ^{as well as} your office was successful in terminating WOMETCO service in this building. The American Catering and Vending Services, Incorporated, which replaced WOMETCO in the [] Building, provides a refreshing change which leads us to realize that we have been living with a totally unnecessary situation within our Headquarters Building. Continuous ^{and} critical comments by our ~~own~~ employees concerning the WOMETCO service, particularly when they are aware of the variety of items and good quality service provided by other installations such as the new vending facility in [] Building, ~~add to this intolerable situation. SERVE TO EMANASIZE HOW INTOLERABLE IS THE SITUATION IS THE PRESENT SITUATION.~~

We feel that the services provided by WOMETCO are oriented more to an industrial plant rather than to servicing a commercial office building in that WOMETCO is not interested in being competitive with today's market. ^{in view of} Considering the foregoing, and ~~as~~ the GSI contract with WOMETCO is scheduled to expire in the very near future, we request that your office take the necessary action to provide us with service from a new vending company at the Ames Building in Rosslyn and both our Headquarters and Printing Services Buildings at Langley. We would appreciate the opportunity to review any proposed vending programs and participate in the actual selection of the new vendor.

Sincerely,

John W. Coffey
Deputy Director
for Support

ROUTING AND RECORD SHEET

SUBJECT: (Optional)

FROM:

Director of Logistics

Ames Center Building

EXTENSION

NO.

DATE

12 AUG 1971

TO: (Officer designation, room number, and building)

DATE

RECEIVED

FORWARDED

OFFICER'S INITIALS

COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)

1. Deputy Director for Support

For Signature

2.

3.

4.

5.

6.

7.

8.

9.

10.

11.

12.

13.

14.

15.

OL 1 10,354

1. MR. WATTLES ☐

The attached rewrite was
handcarried in from OL/LSD this
morning.

☐ *Rec. SIGN.*

2. MR. COFFEY

SENDER WILL CHECK CLASSIFICATION TOP AND BOTTOM

UNCLASSIFIED CONFIDENTIAL SECRET

OFFICIAL ROUTING SLIP

TO	NAME AND ADDRESS	DATE	INITIALS
1		6/16	
2		6/16	
3		6/17	
4	Registry	8/14/71	
5			
6	Suspense: 1 August 1971 - return to [initials]		

ACTION	DIRECT REPLY	PREPARE REPLY
APPROVAL	DISPATCH	RECOMMENDATION
COMMENT	FILE	RETURN
CONCURRENCE	INFORMATION	SIGNATURE

Remarks:

Have you been following up on
 if not please return to me --
 I think [redacted] had this --
 I believe Mr. Toffy asked him
 to check on good series available
 for people in that complex &
 difficulties after we returned
 from briefing there. u
 Sam - were you working on this with [redacted]

FOLD HERE TO RETURN TO SENDER

FROM: NAME, ADDRESS AND PHONE NO.

DATE

STAT

Approved For Release 2003/04/29 : CIA-RDP84-00780R003900060007-9

Approved For Release 2003/04/29 : CIA-RDP84-00780R003900060007-9

ADMINISTRATIVE
INTERNAL USE ONLY

APR 1971

MEMORANDUM FOR: Chief, Plans Staff, DD/S

SUBJECT : Improved Food Service, [] Area

1. In response to your oral request concerning the feasibility of mobile lunch wagons or canteens serving Agency buildings in the [] area, we have investigated this possibility and have gathered the following information:

a. From time to time, there have been mobile food service operators in the [] complex.

b. Their service has generally been limited to construction crews involved in erection of new buildings.

c. The [] was contacted, and they indicated that they were aware of the service being provided to construction crews but as a matter of policy did not desire tenants or companies in the area to contract for such service after building occupancy. Experience has shown that people tend to litter the area (particularly in summer months) with the residue from their lunches. In view of this, they requested that we not use this type of service.

2. As mentioned in our telecon the other day, the present vending machine contractor is under new management and has promised to make improvements in the service. As a matter of information, there have been no complaints from [] Building in the last few weeks. However, we still consider this to be a trial period.

3. In view of the attitude expressed by [] regarding mobile canteens, we propose to continue the trial period with Coffeetime's new management for another 30 days. At this time, we will evaluate the results of the improvements and make further recommendations if deemed advisable.

[]
Executive Officer, OL

ADMINISTRATIVE

INTERNAL USE ONLY



16/1/71

Point on food
- 29 getting
mobile vendors -
seems to have been
missed. Much faster
answer + prob not involving
GSA



15 MAR 1971

Registry

~~CONFIDENTIAL~~

FILE

9 MAR 1971

MEMORANDUM FOR: Chief, Plans Staff, DD/S

SUBJECT : Status Report

REFERENCES : (a) DD/S Memo for the Record dtd 14 Jan 71,
subject: Power Test

(b) Memo dtd 11 Feb 71 to D/L fm DD/S,
subject: Food Situation in Area

25X1

In response to the telecon between on 2 March 1971, 25X1
the following is a status report on actions taken in regard to the references:

Reference (a)

a. Emergency lanterns have been procured and have been placed in the offices of persons who normally attend the Director's morning meetings.

b. A review of the trickle light situation has revealed that random failures of trickle lights have occurred since the building was first occupied and are generally attributable to the following:

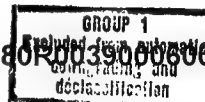
(1) GSA policy of procuring a low-cost unit or selecting one from the Federal Supply Schedule places more emphasis on cost than quality.

(2) The continued problem of periodic testing a large number of lamps located throughout the Headquarters complex has been compounded by the continued reduction in GSA-support personnel.

(3) In addition, it has been determined on a number of occasions that lamps have satisfactorily passed the periodic test and later have failed after only several minutes of operation under emergency power conditions.

OL 1 1266

~~CONFIDENTIAL~~



CONFIDENTIAL

SUBJECT: Status Report

(4) As a result of all the rewiring and emergency power changes made to a number of areas in the Headquarters Building, certain of the trickle lamps have inadvertently been connected to emergency power and, therefore, do not operate under emergency conditions.

c. In addition to accomplishing the above rewiring, we are taking the following actions to correct the deficiencies noted:

(1) We plan to make a survey of every trickle light in the Headquarters Building during the next power test tentatively scheduled for Saturday, 13 March, in order to identify specific corrective action and update the location inventory of such lamps.

(2) We are presently working with GSA to upgrade the quality of the periodic maintenance and testing and, if possible, upgrade the quality of the lamps. Unfortunately, we anticipate running up against the age-old budgetary problem with GSA in the procurement of higher quality lamps. Preliminary estimates have ranged upwards of \$60,000 to replace the present units. However, we ^{expect} to submit firm recommendations in regard to this problem in the next few weeks.

d. With respect to various lights in the offices of the Director and Deputy Director of Central Intelligence and the Executive Director-Comptroller which operate on different emergency systems, it is planned to place all lights in these offices and most receptacles on the "critical" emergency power system on 13 March. A separate memorandum has been submitted to the Deputy Director of Support on this subject.

Reference (b)

As a result of a number of office moves to the [] area, in particular the [] we were asked to look at ways of improving the food service. We have contacted the Concessionaire Group within GSA who in turn is working directly with the food and beverage vending machine contractors to increase the selection and quality of the food. We were considering installation of more sophisticated facilities in the area, but we have temporarily suspended further action since there is a distinct possibility of vacating one of the buildings and moving into the [] in the near future.

25X1

25X1

CONFIDENTIAL

FILE

DD/S 71-0486

11 February 1971

MEMORANDUM FOR: Director of Logistics

Jack:

Today Mr. Coffey and members of his Staff visited the [] Building for a regularly scheduled briefing. Since you last examined the question of meal service in the [] area for our people, our population has increased. Also since that time, we have a new GSI president who seems anxious to expand service. Mr. Coffey would like you to take a look at this problem in order to see what can be done to improve the food situation for our people located in the [] area.

JHP:bkf/[] (11 Feb 71)

Distribution:

Orig - Adse

1 - DD/S Subject

1 - DD/S Chrono

1 - PS Chrono

SECRET

4 JUN 1971

STAT

MEMORANDUM FOR: Deputy Director for Support

SUBJECT : Report of Significant Logistics Activities;
Week Ending 31 May 1971

REFERENCE : DD/S Administrative Instruction
No, 65-7, dated 18 May 1965

A synopsis of significant Logistics activities for subject reporting period follows:

25X1

b. Savings Bond Campaign for 1971: During the campaign, 28 employees of this Office purchased savings bonds for the first time, and 19 employees increased their bond allotments. At the end of the campaign there was a total of 401 Office of Logistics employees purchasing savings bonds through the payroll deduction program totaling \$196,550.70 per year.

c. CRS Computer Center: On 1 June CRS assumed beneficial occupancy of the computer area of the CRS Computer Center project. Work remaining to be done in the computer area includes the installation of air-conditioning humidity control, and this work is tentatively scheduled to commence 5 June. Work on the new office areas associated with this project is continuing and should be completed within several weeks.

d. Headquarters Auditorium Noise Reduction: As part of our efforts to reduce the noise level within the auditorium, Aircoostat sound traps have been installed in the return air duct of the auditorium air handler thereby reducing return air fan noise. Further noise reduction measures will include the reduction in speed of the return air fan, and this work will be completed by close of business 3 June.

SECRET



SECRET

SUBJECT: Report of Significant Logistics Activities; Week Ending 31 May 1971

e. Light Table Installation at NPIC: As a result of vendor delays in the delivery of certain mechanical tradecraft materials, the [] has been granted a no cost extension from 1 June to 15 June for the completion of final renovation work associated with the installation of new light tables at NPIC. Since the light tables are already in use, this extension will in no way impair NPIC operations.

25X1

25X1

g. Vending Machine Service at [] In a continuing effort to improve the quality of vending service provided at the [] a new contractor, the American Catering and Vending Services, Inc., commenced operation at the [] on 24 May. The services of the former vending contractor, WOMETCO Coffee Time, Inc., were terminated because of poor performance and inadequate service. Initial reports indicate that [] personnel are pleased with the new service.

25X1

25X1

h. New Shuttle Busses: Three new busses have been received for use in the Agency Shuttle Bus fleet. These busses will replace the three busses in our fleet of five which have exceeded the GSA 150,000-mile disposal criteria.

[]
Acting Director of Logistics

25X1

SECRET